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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:	)	Attorney Docket No. 47004.000062
	)	
Christopher R. LEFEBVRE <i>et al</i>	)	Confirmation No. 2049
	)	
Application Number: 09/688,694	)	TC/A.U.: 3622
	)	Examiner: J. Young
Filed: October 17, 2000	)	
	)	Customer No. 21967

For: METHOD AND SYSTEM FOR RETAINING CUSTOMER LOYALTY

**RESPONSE TO OFFICE ACTION OF SEPTEMBER 1, 2004**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Responsive to the Office Action mailed September 1, 2004, please find the following:

**Pending Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 6 of this paper.